

Eastern Health

POSITION DESCRIPTION

Position Title:	After Hours Hospital Coordinator
Award Classification:	ZC5
Award / Agreement Name:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024
Position Reports to:	Associate Director of Nursing/Midwifery or Director of Nursing/Midwifery relevant to site

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The After Hours Hospital Coordinator is a valued and collaborative member of the multidisciplinary health care team at Eastern Health and is accountable for coordinating and delivering safe and comprehensive patient centered care while working competently within their scope of practice and in alignment with the Eastern Health and Nursing & Midwifery Board Practice Standards

The After Hours Coordinator is responsible for providing effective leadership and management for the Hospital Operations and Nursing/Midwifery professions in relation to resource management, patient flow, emergency management and safe practice, while maintaining a customer focus and ensuring the safe, efficient and effective functioning of the hospital (24/7 including public holidays.) The After Hours Coordinator will support the Directors of Nursing/Midwifery to ensure the professional standards, codes and behaviours that are legislated through the Nursing and Midwifery Board of Australia (NMBA), Australian Health Practitioner Regulation Agency (AHPRA), and Eastern Health Policies/Values are upheld.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Excellent Care and Experiences
<ul style="list-style-type: none">• Work collaboratively with all departments to support the systems, processes and projects required to ensure efficient, effective and responsive operation of the hospital in line with the organisation's strategic direction• Provides leadership and acts as a resource for the site• Act as Emergency Coordinator of the site for all emergency codes• Ensure appropriate escalation of clinical, patient access and flow issues to managers/Associate Program Directors in hours and Executive on call after hours• Ensure that all administrative functions are completed within the mandates of the position• Ensure incidents and reports are completed in the required timeframe• Maintain open and effective communication with the Associate Director of Nursing/Midwifery and Operations, Director of Nursing/Midwifery, Associate Program Directors and Executive on Call• Ensure staffing across the site is in line with relevant legislation and Hospital policies and skill mix is optimised to ensure safe care is provided• Work with the EH Integrated Access Unit and other key stakeholders to assist in timely transfers within Eastern Health and from external care providers.• Co-ordinate the allocation of beds for Site when the Eastern Health Integrated Access Unit is not in operation• Review and approve as deemed appropriate, the allocation of patient constant observation staff in conjunction with Associate Director of Nursing/Midwifery• Review, discuss and assist in managing staffing shortfalls for the site with the Associate Director of Nursing/Midwifery, Director of Nursing/Midwifery or Executive on call.• Support and facilitate the bed plan and bed closures as per EH bed plan• Support the Nurse/Midwife in Charge as necessary to manage patient complaints during the afterhours period and inform relevant managers of matters they are required to follow up

<ul style="list-style-type: none"> • Supports and encourages patient's/clients/residents and their families understanding of care delivery and care planning through effective and timely communication with patients/clients/residents, team members, and the community. • Practices in accordance with the professional standards, codes and behaviours that are legislated through the Nursing and Midwifery Board of Australia (NMBA). • Ensures clinical interventions are evidence-based and consistent with policy, standard and clinical practice guidelines prescribed by the organisation • Reviews, analyses and reports on patient flow and workforce each shift and communicate to other After-Hours Coordinators to identify organisational level needs and synergies
Enabled and Empowered People
<ul style="list-style-type: none"> • Ensures Nursing/Midwifery practice on the site is within the philosophy, intent and standards prescribed by Nursing Midwifery Board of Australia (NMBA) and Eastern Health Policy, standards and guidelines • Support models of care and redesign work to improve patient flow • Takes responsibility for managing your own learning needs. • Participates in an achieve conversation process which informs ongoing professional practice and achievements • Complies with mandatory and other identified training requirements specified by NMBA and Eastern Health. • Maintains accurate documentation of evidence of this training and professional development. • Provides supervision and appropriate clinical delegation to the Enrolled Nurse, Health Assistant, Registered Undergraduate students of Nursing/Midwifery and pre-registration learners and facilitating allocation in accordance with scope of practice
Optimising Resources
<ul style="list-style-type: none"> • Promotes a culture of continuous quality service improvement within the unit and participates in activities designed to continuously improve standards of service and practice. • Maintains own knowledge of evidence-based practice and updates own knowledge and skills accordingly • Supports the ADON/DON/DOM in the identification of new initiatives to improve sustainability in the unit/department. • Identifies or participates in prevention and early detection initiatives of the organisation. • As a staff member of Eastern Health you are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards. • Maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice for the role, setting and specialty, being cognisant of any legislative, educational and competency requirements of extended practice
Safe and Welcoming
<ul style="list-style-type: none"> • Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health.

- Required to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace.
- Recognise and alleviate potential risk which may jeopardize your health, safety and wellbeing.
- Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines.
- Identifies and reports all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.
- Required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.
- Implements harm minimisation strategies for at-risk individuals.
- Treats all employees of the organisation with respect and dignity and without discrimination or harassment.

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

3. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

4. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of

adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. Key Selection Criteria

Qualifications
Essential: <ul style="list-style-type: none">• A Registered Nurse with current National Nursing & Midwifery Board of Australia (AHPRA) registration certificate.• A post graduate qualification in a relevant field or working towards
Experience
<ul style="list-style-type: none">• Demonstrated clinical skills aligned with experience and scope of practice

- Willingness to contribute to the professional development of others, in particular the novice workforce.
- Experience in a similar role or managerial experience at a Senior Nursing level

Knowledge and Skills:

- Understanding and commitment to professional standards, codes and behaviours as legislated through the Health Act, Nursing Midwifery Board of Australia, other relevant professional bodies and Eastern Health Policy, Standards and Practice Guidelines.
- Awareness and understanding of National Standards and Accreditation Standards.
- High level communication, both written and verbal, demonstrated high level of interpersonal skills with consumers, their families and all health care professionals.
- Commitment to ongoing professional development.
- Computer literacy and embracing of health technologies and informatics.
- Demonstrated broad based knowledge and demonstrated senior experience in nursing
- Demonstrated ability to consult and negotiate with a wide range of stakeholders
- Ability to work both as a team member and to work autonomously
- The ability to facilitate and embrace change
- Awareness of identifying cultural risk/bullying and discrimination and put strategies in place to prevent occurrence

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au